

**135986 Worry-Free Living Area Photoelectric Smoke Alarm**  
**135987 Worry-Free Bedroom Photoelectric Smoke Alarm**  
**135988 Worry-Free Hallway Photoelectric Smoke Alarm**  
**User Manual**



**Thank you for purchasing this Quell® Worry-Free smoke alarm. This model is battery operated and features a non-replaceable, sealed-in battery and SMART HUSH™ Control to temporarily silence nuisance alarms.**

**Important:** Please take a few minutes to thoroughly read this user manual which should be saved for future reference and passed on to any subsequent owner.

Your Quell® smoke alarm was designed specifically for use in a residential environment. It is not designed for use in a recreational vehicle (RV) or boat or in commercial or industrial premises.

*For questions concerning this alarm please call Customer Service on 1800 654 435.*

**We suggest that you write down the following information for your ease of reference. This information will be required by Customer Service to provide you with assistance.**

Smoke Alarm Model Number: (located on back of alarm)	
<b>Manufacture Date:</b> (located on back of alarm). It is recommended that this alarm be replaced ten years from the date of manufacture.	
Date of Purchase:	
Place of Purchase:	

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**This alarm detects products of combustion using photo-electric technology. This alarm is acceptable for use in all residential applications where smoke alarms are required.**

**After ten (10) years of cumulative power up, this unit will “chirp” two times every 30 seconds. This is an “operational end of life” feature which will indicate that it is time to replace the alarm.**

**To help identify the date to replace the unit, a label has been affixed to the side of the alarm. Write the “Replace by” date (10 years from initial power up) in permanent marker on the label prior to installing the unit.**

### **Product Features and Specifications:**

Temperature: Operating Range: 5°C to 45°C

Humidity: Operating range: up to 85% non-condensing

Audible Alarm: 85+ dB at 3 metres @ 3.4±0.5 KHz pulsing alarm

Smoke Sensor: Photoelectric

## 1. WHAT TO DO WHEN THE ALARM SOUNDS SMOKE ALARM ACTIVATION

Smoke alarm pattern is three long beeps repeating every 1.5 seconds

### **The smoke alarm takes precedence when both smoke are present.**

- Alert small children in the home as well as anyone else that might have difficulty recognizing the importance of the alarm sounding or that might have difficulty leaving the area without help.
- Leave immediately by your escape plan. Every second counts, so don't waste time getting dressed or picking up valuables.
- When leaving, don't open any inside door without first feeling its surface. If hot, or if you see smoke seeping through cracks, don't open that door! Instead, use your alternate exit. If the inside of the door is cool, place your shoulder against it, open it slightly and be ready to slam it shut if heat and smoke rush in.
- If the escape route requires you to go through smoke, stay close to the floor and crawl under the smoke where the air is clearer. Breathe shallowly through a cloth, wet if possible.
- Once outside, go to your selected meeting place and make sure everyone is there.
- Call the fire brigade on 000 (AUS) or 111 (NZ) from your neighbour's home or a phone box – not from yours!
- Don't return to your home until the fire officials say that it is all right to do so.

## 2. LIMITATIONS OF SMOKE ALARMS

 **WARNING:** Please read carefully and thoroughly.

- Australian Standard AS 1670.6 states the purpose of installing smoke alarms is to provide early warning of a potentially life threatening condition and provide the maximum possible exit time.
- Smoke alarms have sensing limitations. Ionisation sensing alarms may detect invisible fire particles (associated with fast flaming fires) sooner than photoelectric alarms. Photoelectric sensing alarms may detect visible fire particles (associated with slow smouldering fires) sooner than ionisation alarms. Home fires develop in different ways and are often unpredictable. For maximum protection, both ionisation and photoelectric alarms should be installed.
- A battery powered alarm must have a battery of the specified type, in good condition and installed properly.
- AC powered alarms (without battery backup) will not operate if the AC power has been cut off, such as by an electrical fire or an open fuse.
- Smoke alarms must be tested regularly to make sure the batteries and the alarm circuits are in good operating condition.
- Smoke alarms cannot provide an alarm if smoke does not reach the alarm. Therefore, smoke alarms may not sense fires starting in chimneys, walls, on roofs, on the other side of a closed door or on a different floor.
- If the alarm is located outside the bedroom or on a different floor, it may not wake up a sound sleeper.
- The use of alcohol or drugs may also impair one's ability to hear the smoke alarm. For maximum protection, a smoke alarm should be installed in each sleeping area on every level of a home.
- Although smoke alarms can help save lives by providing an early warning of a fire, they are not a substitute for an insurance policy. Home owners, landlords and tenants should have adequate insurance to protect their lives and property.
- There are situations where a smoke alarm may not be effective enough to protect against fire. For instance:
  - a) smoking in bed
  - b) leaving children home alone
  - c) cleaning with flammable liquids, such as gasoline

**IMPORTANT:** This alarm is not designed to alert hearing impaired individuals.

## 2. LIMITATIONS OF SMOKE ALARMS

### Additional Information

Smoke Detection - Where required by applicable laws, codes, or standards for the specified occupancy, approved single and multiple-station smoke alarms shall be installed as follows:

- In all sleeping rooms with the exception: Smoke alarms shall not be required in sleeping rooms in existing one and two-family dwelling units.
- Outside of each separate sleeping area, in immediate vicinity of the sleeping rooms.
- On each level of the dwelling unit, including basements exception: In existing one and two-family dwelling units, approved smoke alarms powered by batteries are permitted.

#### Smoke Detection

Are more smoke alarms desirable? The required number of smoke alarms might not provide reliable early warning protection for those areas separated by a door from the areas protected by the required smoke alarms. For this reason, it is recommended that the householder consider the use of additional smoke alarms for those areas for increased protection.

The additional areas include the basement, bedrooms, dining room, furnace room, utility room, and hallways not protected by the required smoke alarms. The installation of the smoke alarms

in the kitchen, attic (finished or unfinished), or garage is normally not recommended, as these locations occasionally experience conditions that can result in nuisance alarms.

### 3 Installation Instructions

**By law at least one smoke alarm must be installed on each level of your home (Figure 1B).**

#### Recommended Locations

- In every room where someone sleeps with the door closed. The closed door may prevent an alarm located outside from waking the sleeper.
- In the immediate area of bedrooms and the exit path from all sleeping areas (Figure 1A).
- In stairways, as stairways act like chimneys for smoke and heat.
- In any room where large electrical appliances are operated (e.g., portable heaters or humidifiers).
- If a hallway or room is more than 9.1m long put alarms at both ends.
- For maximum household protection see Figure 1C.

#### Things to Consider:

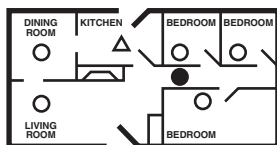
##### For Ceiling Mounting:

- Smoke from a fire will rise to the ceiling and spread horizontally. Mounting the smoke alarm in the centre of the ceiling places it closest to all points in the room.
- When mounting an alarm on the ceiling, locate it at a minimum of 30cm from the side wall (Figure 2A).
- For sloped, peaked or cathedral ceilings the alarm should be placed between 500mm and 1500mm from the highest point of the ceiling (Figure 2B).
- Smoke alarms in rooms with ceiling slopes greater than 1m in 8m horizontally, should be located on the high side of the room (Figure 2B).

##### For Wall Mounting:

- When mounting the alarm on the wall, use an interior wall with the top edge of the alarm at a minimum of 10cm and a maximum of 30cm below the ceiling (Figure 2A).

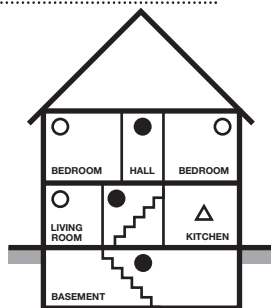
# Installation



- Smoke Alarms for Minimum Protection
- Smoke Alarms for Additional Protection
- △ Ionisation Type Smoke Alarm with Alarm Silencer (Hush®) or Photoelectric Type

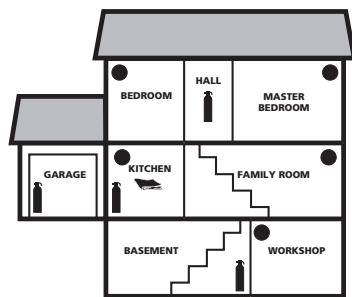
**SINGLE FLOOR PLAN**

**FIGURE 1A**



**MULTIPLE FLOOR PLAN**

**FIGURE 1B**

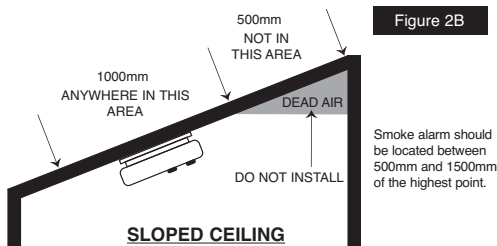
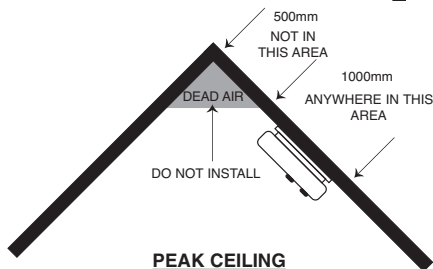
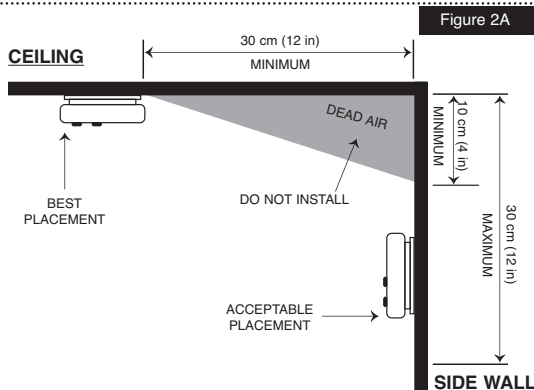


- FIRE EXTINGUISHERS
- SMOKE ALARMS
- FIRE BLANKET

**FIGURE 1C**

**TOTAL HOME PROTECTION**

# Installation





## 3 Installation Instructions

### To minimise nuisance alarms avoid these locations:

- Do not install within 0.9m of the following: The door to a kitchen, or a bathroom that contains a tub or shower, forced air supply ducts used for heating or cooling, ceiling or whole house ventilating fans, or other high air-flow areas.
- Areas where curtains or other objects will block the sensor. Smoke must be able to reach the sensor to accurately detect conditions.
- Install at least 30cm away from fluorescent lights.
- Keep out of insect infested areas.
- Avoid excessively dusty, dirty or greasy areas.
- Do not install in areas where the temperature is colder than 5°C or hotter than 45°C.
- Do not install in areas where the relative humidity (RH) is greater than 85%.
- Avoid placing smoke alarms in kitchen areas. If a kitchen alarm is desired, it should have an alarm silencer feature or be a **photoelectric** type.
- Do not place in the garage.
- Avoid dead air spaces such as the peak of an "A" frame ceiling. "Dead Air" at the top may prevent smoke from reaching the alarm in time to provide early warning. Refer to [Figure 2A](#) and [2B](#).

N.B. - Smoke alarms are not to be used with detector guards unless the combination (alarm and guard) has been evaluated and found suitable for that purpose.

### MOBILE HOME INSTALLATION

#### For Well Insulated Mobile Homes

Install smoke alarms as recommended on the previous pages.

In mobile homes that are not well insulated extreme heat or cold can be transferred from the outside to the inside through poorly insulated walls and roof. This may create a thermal barrier which can prevent the smoke from reaching an alarm mounted on the ceiling.

#### For Poorly Insulated Mobile Homes

Install the smoke alarm on an inside wall with the top edge of the alarm at a minimum of 10cm and a maximum of 30cm below the ceiling ([Figure 2A](#)).

For minimum protection, install at least one alarm close to the bedrooms. For additional protection, see [Figure 1A](#).

**⚠ WARNING:** TEST YOUR SMOKE ALARM OPERATION AFTER CARAVAN OR MOBILE HOME VEHICLE HAS BEEN IN STORAGE, BEFORE EACH TRIP AND AT LEAST ONCE A WEEK DURING USE

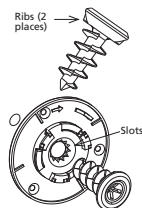
## Installation Instructions

### ATTACHING MOUNTING PLATE

#### OPTION 1:

##### Easy Mount – Drywall Only

1. Choose a mounting location (wall or ceiling) and drill a 3/16" diameter hole at least 1/2" deep.
2. Insert the provided screw through the mounting plate aligning the ribs on the screw with the slots on the mounting plate.
3. Tighten the screw/mounting plate to wall or ceiling until mounting plate is snug against surface. DO NOT over-tighten.

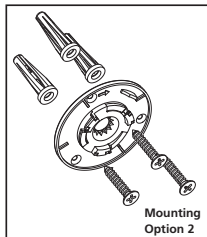


Mounting Option 1

#### OPTION 2:

##### Mounting on Other Surfaces

1. Choose a mounting location (wall or ceiling) and using the mounting plate provided as a template, mark three-hole locations.
2. Install the three provided screws through the mounting plate and tighten. DO NOT over-tighten screws. (If mounting in plasterboard or similar surface, drill 3/16" holes and use the plastic anchors provided.) Anchors are not required for mounting on hard surfaces such as wood.



### ATTACHING AND ACTIVATING THE ALARM

This model is equipped with a feature that automatically activates the alarm when the alarm is attached to the mounting plate for the first time. Once activated, the battery will supply power to the alarm for the life of the alarm (10 years) under normal conditions.

Align the alarm with the mounting plate and rotate clockwise (right) approximately 45° until the unit stops and clicks into place. DO NOT over-tighten. If unit needs to be re-aligned, rotate the alarm counter clockwise, remove and rotate to desired alignment. NOTE: The alarm will mount to the plate in three (3) positions (every 120 degrees).

You will know power has been supplied when alarm briefly chirps. Unit will remain on until unit is disabled by the user at alarm's end of life. Do not over tighten the alarm as damage to alarm or mounting surface may occur.

**The alarm is now activated!** After installation/activation, test your alarm as described in Operation and Testing section.

**⚠ Warning:** Failure to properly install and activate this alarm will prevent proper operation of this alarm and will prevent its response to fire hazards.

**Quell®** Worry-Free "Bedroom" smoke alarm model P3010B (135987) will issue a voice prompt at activation asking the user to press the test button.

## 4. OPERATION AND TESTING

**OPERATION:** The alarm is operating once it is activated and testing is complete. When products of combustion are sensed is detected the unit sounds a loud 85db pulsating alarm until the air is cleared.

**⚠ Warning:** Due to the loudness (85 decibels) of the alarm, always stand an arm's length (about 2.5 feet) away from the unit or use ear protection when testing.

**TESTING:** TTESTING: Test your alarm by pressing the test button until the unit chirps, then release the test button.  
The unit will then emit 2 sets of three slow beeps.

**Quell® Worry-Free "Bedroom" smoke alarm model P3010B (135987) will also issue a voice prompt stating "Fire Fire".**

**Quell® Worry-Free "Hallway" smoke alarm model P3010H (135988) will briefly illuminate the amber safety light.**

The alarm will sound if the electronic circuitry, horn and battery are working. If the alarm does not sound, the unit must be replaced.

Weekly testing is required to ensure proper operation. Erratic or low volume sound (or no sound) coming from your alarm may indicate a defective alarm and it should be returned for service. See deactivation section to determine how to prepare the unit for shipment or disposal.

**⚠ Warning:** DO NOT use an open flame to test your alarm, you could damage the alarm or ignite combustible materials and start a structure fire.

The following table describes the visual and audible alarm conditions the unit may encounter and illustrates how the unit will indicate normal standby, alarm and error conditions.

## 5. Alarm Visual and Audible Indicators

The following tables describes the visual and audible alarm conditions the unit may report and illustrates how the unit will indicate normal standby, alarm and error conditions.

Alarm Mode	Model	Visual Indications	Audible Indications
Smoke or Fire detected	Living Area Model P3010L Part No. 135986	3 blinks synchronized with audible alarm	3 long beeps, repeating
	Bedroom with Voice Model P3010B Part No. 135987	3 blinks synchronized with audible alarm	3 long beeps, repeating with voice "Fire-Fire" announced
	Hallway with Emergency Safety Light Model P3010H Part No. 135988	3 blinks synchronized with audible alarm & amber light illuminated	3 long beeps, repeating

If you require further information please contact Service on 1800 654 435 or visit our website at [www.queell.com.au](http://www.queell.com.au).

Operational Mode	Model	Visual Indications	Audible Indications	Note:
<b>Normal Operation</b>	All	Blink once every 60 seconds	None	LED will flash every 60 seconds for 10 minutes following power on or reset. After initial 10 minutes, LED will flash once every 10 minutes
<b>Test/Hush Button Press</b>	All	Blink with each alarm pattern	Two sets of 3 long beeps	Test/Hush button press will initiate test sequence
	P3010B 135987		Voice "Fire-Fire" announced	"Bedroom" smoke alarm with voice Model P3010B Part No. 135987
<b>Smoke Alarm Hush</b>	All	Blink once every 10 seconds	None (smoke alarm silenced)	Alarm hush feature silences smoke alarm for approx. 10 minutes. See page 13 for additional instructions.
<b>Low Battery</b>	All	Blink once every 30 seconds	Chirp every 60 seconds	Chirp every 60 seconds
	P3010B 135987		Voice "Low Battery" announced	"Bedroom" smoke alarm with voice Model P3010B Part No. 135987
<b>Fault Mode</b>	All	Fault code (2-12 flashes every 30 seconds)	Chirp every 30 seconds	Remove, turn off and replace alarm
<b>End of Unit Life*</b>	All	2 blinks every 30 seconds	2 chirps every 30 seconds	Remove, turn off and replace alarm

\* End of life hush feature. Silences end of life indication 3 days at a time for a maximum of 30 days.

### End of Life Hush™

This alarm has End of Life Hush™ which allows you to silence the trouble chirp for three days giving you extra time to replace the unit at a more convenient time.

To activate, press the Test/Hush button. While in the End of Life Hush™ mode, the alarm will still detect Smoke.

The End of Life signal can be reset a maximum of 10 times for a total of 30 days. After 10 resets the end of life signal can no longer be silenced and the alarm must be replaced immediately.

## 6. NUISANCE ALARMS

This smoke alarm is designed to minimize nuisance alarms. Cigarette smoke will not normally cause the unit to alarm, unless the smoke is blown directly into the alarm. Combustion particles from cooking may set off the alarm if it is located too close to a cooking appliance. Large quantities of combustible particles are generated from spills or when frying. Using the fan on a range hood which vents to the outside (non re-circulating type) will also help remove these combustible products from the kitchen.

If the alarm does sound the smoke alarm pattern of 3 long beeps, check for fires first. If a fire is discovered, evacuate the occupants and call the fire department. If no fire is present, check to see if one of the reasons listed in "To minimise nuisance alarms avoid these locations" may have caused the alarm.

**SMART HUSH™ CONTROL:** The SMART HUSH™ feature has the capability of temporarily desensitizing the alarm circuit for approximately 10 minutes. This feature is to be used only when a known alarm condition, such as smoke from cooking, activates the alarm. The smoke alarm is desensitized by pushing the Test/Hush button on the smoke alarm cover. If the smoke is not too dense, the alarm will silence immediately and the red LED blinks every 10 seconds. This indicates that the alarm is in a temporarily desensitized condition.

Quell® Worry-Free "Bedroom" smoke alarm model P3010B (135987) will issue a voice prompt stating "Hush Mode Activated."

Quell® Worry-Free "Hallway" smoke alarm model P3010H (135988) will turn off the amber safety light.

The smoke alarm will automatically reset after approximately 10 minutes and sound the alarm if particles of combustion are still present.

The SMART HUSH™ feature can be used repeatedly until the air has been cleared of the condition causing the alarm. Pushing the Test/Hush button on the alarm will end the temporarily desensitized period.

Quell® Worry-Free "Bedroom" smoke alarm model P3010B (135987) will issue a voice prompt stating "Hush Mode Cancelled" after the Test/Hush button has been pressed.

If the smoke is not too dense, after ten minutes the alarm will return to normal operation.

**NOTE:** Dense smoke will override the SMART HUSH™ feature and sound a continuous alarm.

**CAUTION:** Before using the alarm SMART HUSH™ feature, identify the source of the smoke and be certain safe conditions exist.

## 7. BATTERY

### BATTERY ACTIVATION AND DEACTIVATION

**NOTE:** One Lithium-Ion battery, permanently sealed inside the alarm, powers this unit; no battery installation or replacement is necessary for the life of the alarm.

**IMPORTANT:** Constant exposure to high or low humidity may reduce battery life.

**⚠ WARNING! DO NOT ATTEMPT TO OPEN THE ALARM FOR ANY REASON!**

Do not try to repair the smoke alarm yourself. No serviceable parts included.

**Low battery:** This alarm is equipped with a low battery monitor circuit which will cause the alarm to produce a single “chirp” approximately every 60 seconds and blink the Red LED every 30 seconds, for a minimum of seven (7) days should the battery become low.

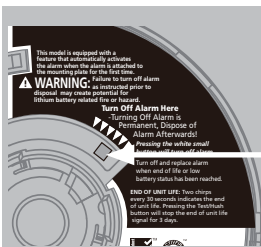
*THE UNIT MUST BE DEACTIVATED (see “Deactivation of Alarm” section) and replaced within 7 days of the first occurrence of the “Low Battery Warning” to provide continuous alarm protection.*

## 8. DEACTIVATION OF ALARM

**⚠ WARNING!**

- Deactivation of the alarm is permanent. Once the alarm has been deactivated, it cannot be reactivated!
- Once deactivated, the alarm will **NO LONGER DETECT SMOKE**.
- Once the alarm is deactivated the battery will be depleted and the alarm will no longer function.
- Once the alarm has been deactivated, it cannot be mounted onto the mounting plate or reactivated.

**⚠ WARNING!** Failure to turn off alarm as instructed prior to disposal may create potential for lithium battery related fire or hazard.



### TO DEACTIVATE THE ALARM:

Remove the alarm from the mounting plate by rotating it in the direction indicated by the arrows on the cover of the alarm.

Pressing the white small button will turn off alarm. This will deactivate the alarm, stop the low battery “chirp” and render the alarm safe for disposal by draining the battery.

## 9. CLEANING YOUR ALARM

### **YOUR ALARM SHOULD BE CLEANED AT LEAST ONCE A YEAR**

You can clean the interior of your alarm (sensing chamber) by using compressed air or a vacuum cleaner hose and blowing or vacuuming through the openings around the perimeter of the alarm. The outside of the alarm can be wiped with a damp cloth. Use only water to dampen the cloth, use of detergents or cleaners could damage the alarm.

After cleaning, test your alarm by using the test button. If cleaning does not restore the alarm to normal operation, the alarm should be replaced.

- Never use detergent or other solvents to clean the unit.
- Avoid spraying air freshener, hair spray, or other aerosols near the alarm.
- Do not paint the unit. Paint will seal the vents and interfere with the sensor's ability to detect smoke .
- Never attempt to disassemble the unit or clean inside. This action will void your warranty.

## 10.GOOD SAFETY HABITS

# Good Safety Habits



## Develop and practice a plan of escape:

- Install and maintain Fire extinguishers on every level of the home and in the kitchen, basement and garage. Know how to use a fire extinguisher prior to an emergency.
- Current studies have shown smoke alarms may not awaken all sleeping individuals, and that it is the responsibility of individuals in the household that are capable of assisting others to provide assistance to those who may not be awakened by the alarm sound, or to those who may be incapable of safely evacuating the area unassisted.
- Make a floor plan indicating all doors and windows and at least two escape routes from each room. Second storey windows may need a rope or chain ladder.
- Have a family meeting and discuss your escape plan, showing everyone what to do in case of a fire.
- Determine a place outside your home where you can meet if a fire occurs.
- Familiarise everyone with the sound of the alarm and train them to leave your home when they hear it.
- Practice a fire drill at least every six months, including fire drills at night. Ensure that small children hear the alarm and wake when it sounds. They must wake up in order to execute the escape plan. Practice allows all occupants to test your plan before an emergency. You may not be able to reach your children. It is important they know what to do.

## What to do when the Alarm Sounds

- Alert small children in the home.
- Leave immediately by your escape plan. Every second counts, so don't waste time getting dressed or picking up valuables.
- In leaving, don't open any inside door without first feeling its surface. If hot, or you see smoke seeping through cracks, don't open that door! Instead use your alternative exit.
- If the inside of the door is cool, place your shoulder against it, open it slightly and be ready to slam it shut if heat and smoke rush in.
- Stay close to the floor if the air is smoky. Breathe shallowly through a cloth, wet if possible.
- Once outside, go to your selected meeting place and make sure everyone is there.
- Call the fire brigade on 000 (AUS) or 111 (NZ) from your neighbour's home or a phone box - not from yours!
- Don't return to your home until the fire officials say that it is all right to do so.
- There are situations where a smoke alarm may not be effective to protect against fire.

For instance:

- a) smoking in bed
- b) leaving children unsupervised.
- c) cleaning with flammable liquids, such as gasoline
- d) fires where the victim is intimate with a flaming initiated fire; for example, when a person's clothes catch fire while cooking.
- e) incendiary fires where the fire grows so rapidly that an occupant's egress is blocked even with properly located detectors.

**Installation Date:** \_\_\_\_\_  
**Alarm Model(s):** \_\_\_\_\_  
**Installer/Landlord:** \_\_\_\_\_  
**Tel:** \_\_\_\_\_

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 3 Fisher Crescent, Mt Wellington,  
 Auckland, New Zealand  
[www.chubb.co.nz](http://www.chubb.co.nz)

**Chubb**  
 United Technologies

Detach and display next to your Consumer Unit/Fuse Box.





## 11. SERVICE

During the specified warranty period Chubb Fire & Security Pty Ltd will repair or replace, at its discretion any defective Quell Alarms that are returned in a postage paid package to the following address: Chubb Fire & Security Pty Ltd, Quell Warranty Returns, 149-155 Milton Street, Ashfield NSW 2131.

Please include your name, address and phone number along with a brief description of what is wrong with the unit. For further assistance please call our toll free Customer Service at 1800-654-435. Damage from neglect, abuse or failure to adhere to any of the enclosed instructions will result in termination of the warranty, and the unit will not be replaced or repaired.

This User Manual and the products described herein are copyrighted, with all rights reserved. Under these copyright laws, no part of this User Manual may be copied for use without the written consent of Chubb. If you require further information please contact Customer Service at 1800-654-435 or write to us at: Chubb Fire & Security Pty Ltd, 149-155 Milton Street, Ashfield NSW 2131.

Website: [www.quell.com.au](http://www.quell.com.au)

## 12. WARRANTY & CONTACT DETAILS



### TEN YEAR LIMITED WARRANTY

#### Warranty

Chubb warrants to the original consumer purchaser that each new smoke alarm will be free from defects in materials and workmanship under normal use for a period of 10 years from the date of purchase. To the extent permitted by law, Chubb agrees to repair or replace (at our discretion) any defective product on presentation of the proof of purchase.

#### Australia warranty claims:

Where the goods are offered for sale in Australia, the benefits to the consumer given by this warranty are in addition to other rights and remedies of the consumer under the Australian Consumer Law and other applicable laws relating to the goods. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

#### New Zealand warranty claims:

Where the goods are offered for sale in New Zealand, the benefits to the consumer given by this warranty are in addition to other rights and remedies of the consumer under relevant New Zealand consumer protection laws and other applicable laws relating to the goods. Our goods come with guarantees that cannot be excluded under relevant New Zealand consumer protection laws. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

#### Exclusions

Subject to non-excludable laws, this warranty does not cover:

- normal wear and tear to the product or parts
- batteries or other consumables included with this product (excluding sealed non replaceable battery models)
- damage to the product caused by accidents, misuse, abuse, lack of reasonable care, tampering or repair by a person not authorised by Chubb
- any product that has not been installed, operated or maintained in accordance with the manual or operating instructions provided with the product
- any damage caused by improper power input or improper cable connection
- any indirect or special loss or damage of any kind

## WARRANTY & CONTACT DETAILS

### To make a claim

If a defect in the product appears within the time frame stated, you are entitled to submit a warranty claim by returning your product to the address shown below. **Please contact Chubb on the telephone numbers provided below, Monday to Friday during 9.00AM - 5.00PM.** When returning the product, please ensure it is properly packaged so that no damage occurs during transit. Any postage and packaging expenses required to return the product to Chubb will be at your cost.

Please provide the original or a copy of the proof of purchase. Also, please make sure you have included an explanation of the problem.

If Chubb elects to repair the product, please note that goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

This warranty is provided by:  
Chubb Fire & Security Pty Ltd  
ABN 47 000 067 541  
149-155 Milton Street, Ashfield NSW 2131 Australia  
Telephone: 1800 654 435  
Website: [www.quell.com.au](http://www.quell.com.au)

Chubb New Zealand Limited  
3 Fisher Crescent, Mt Wellington, Auckland, New Zealand  
Telephone: 09 270 7288  
Website: [www.quell.co.nz](http://www.quell.co.nz)



ABN 47 000 067 541



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